

Services Catalogue - ASEAN



Westcon Group Services works with our resellers and vendors to discover, develop and deliver opportunities that provide greater strategic insight, richer margin and longer-term customer engagements through our decades of experience and unique in-house skillsets of engineers, support decks, certifications and global delivery models. Globally our Services offering is represented by 4 pillars; S

Supply Chain Services, Professional Services; Support Services and Education Services.

SUPPORT SERVICES PORTFOLIO



CONTENTS

- 1 Westcon Services Overview
- 2 Matrix Services for ASIA
- 3 Support Services
 - Cisco Service Level Agreement (SLA) Catalogue
 - Juniper Service Level Agreement (SLA) Catalogue
 - Cisco Meraki Managed Services
- 4 Supply Chain Services
 - Westcon Staging Services
- 5 Professional Services
 - Avaya
 - Bluecat
 - Cisco
 - Check Point
 - Extreme Networks
 - F5 Networks
 - Forescout
 - Gigamon
 - Good Technology
 - HP Enterprise Security
 - Juniper Networks
 - Lifesize
 - NetIQ
 - Novell
 - Radware
 - Silver Peak
 - Solarwinds
 - Splunk
 - Vidyo
- 6 Contact Us

Professional Services	Comstor			Security													UCC			Data Center			Networking			
	Cisco	Gigamon	Meraki	BeyondTrust	Bluecat	Check Point	F5 Networks	Forescout	Good Technology	Gigamon	HP Security	Juniper Networks	Novell	NetIQ	Pulse Secure	Radware	Silver Peak	Splunk	Avaya	Extreme Networks	Lifesize	Vidyo	Nimble Storage	Simplivity	VMware	Solarwinds
China																										
Hong Kong																										
Indonesia						X	X	X		X							X	X		X	X	X				X
Malaysia						X	X	X				X	X				X			X	X	X				X
Philippines						X		X		X				X			X			X	X	X				X
Singapore	X	X			X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X				X
Taiwan								X		X											X					
Thailand						X		X								X	X	X		X	X	X				X
Vietnam																					X					

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Support Services



SUPPORT LEVELS

Westcon offers a range of 8x5 and 24x7 support offerings varying from level 1, level 2 telephonic and remote support options to onsite break/ fix services nationwide.

Support requests can be logged as follows:

- 24x7 telephonic response for priority faults
- Centralised email for non-critical faults
- Online ticket submission for non-critical faults

Initial response to requests will vary depending on the associated service level agreement purchased.

This catalogue describes the various support options provided by Westcon and the associated vendor products.

Westcon offers a range of support options to the reseller channel. Below are the support options available:

Westcon provides a 24 x 7 Monday to Sunday, or 8 x 5 Monday to Friday, level 1 and level 2 telephonic and remote support; Avaya provides level 3 support.

Support Level	Support Description
	Monday to Friday 8AM - 5PM, 4 hour telephonic response. Next business day onsite hardware break/fix.
	Monday to Friday 8AM - 5PM, 4 hour telephonic response. Next business day onsite hardware break/fix.

Service Level Agreement (SLA) Catalogue



Westcon Support Services for Cisco

Over the past 10 years Westcon Group Pte Ltd (Singapore) has partnered with a number of vendors in order to provide local post-sale technical support to our valued reseller channel.

Westcon's support offerings cover a range of support services for IP Telephony, networking, and security.

Support Levels

Westcon offers a range of 8x5 and 24x7 support offerings varying from level 1, level 2 telephonic and remote / onsite support options to onsite break/fix services.

Support requests can be logged as follows:

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- Centralised email for non-critical faults

Initial response to requests will vary depending on the associated service level agreement purchased.

Onsite 8x5x4 (TS-MAINT-CIS-EWTY-OS1B); 24x7x4(TS-MAINT-CIS-EWTY-OS4B)

Westcon provides a 24 x 7 Monday to Sunday level 1 and level 2 telephonic and remote support; and escalation to Cisco TAC provides level 3 or advance troubleshooting support.

This support includes advance parts forward replacement associate to the service Level purchased.

If it is concluded that a hardware fault has been identified, Westcon will arrange for an engineer to be dispatched with the appropriate replacement part.

If onsite troubleshooting is required this is not covered under this support level and the customer must submit a purchase order for additional labour.

Service Level Agreement (SLA) Catalogue



Westcon Support Services for Juniper Networks

Over the past 10 years Westcon Group Pte Ltd (Singapore) has partnered with a number of vendors in order to provide local post-sale technical support to our valued reseller channel.

Westcon's support offerings cover a range of support services for IP Telephony, networking, and security.

Westcon as a Juniper Partner Advantage Support Services

Westcon engineers are highly skilled and certified to meet the requirement set forth by Juniper Networks to maintain the Juniper Support Services partner all the years.

Support Levels

Westcon offers a range of 8x5 and 24x7 support offerings varying from level 1, level 2 telephonic and remote/onsite support options to onsite break/fix services.

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Onsite 8x5x4; 24x7x4

Westcon provides a 24 x 7 Monday to Sunday level 1 and level 2 telephonic and remote support; and escalation to Juniper TAC provides level 3 or advance troubleshooting support.

This support includes advance parts forward replacement associate to the service Level purchased. If it is concluded that a hardware fault has been identified, Westcon will arrange for an engineer to be dispatched with the appropriate replacement part.

If onsite troubleshooting is required this is not covered under this support level and the customer must submit a purchase order for additional labor.

Cisco Meraki Managed Services



Meraki



Overview of Meraki Managed Services

Flexible service offerings	24x7 support
Proactive network management to resolve issues before they cause disruption	27x7 monitoring & analysis of availability, utilization & performance
Locally-based help desk	Out of band cloud management
Highly reliable architecture with 99.99% uptime SLA	Real-time troubleshooting capability
Fully HIPPA compliant	

Benefits of Meraki Managed Services

- Single Point of Contact for Customer as Westcon will perform Support Escalation to Meraki TAC
- Provides shorter turnaround replacement unit, Westcon will provide replacement unit within stated SLA, rather than Vendors RMA process
- Engineers are Cisco Meraki Network Associates Certified
- Pre-alert Customers' Administrator upon detection of devices inactive (via email alerts)
- Provide 2 times preventive maintenance summary report to customer (via email) in a 12 mths contract
- Summary report enable customers to know the network health of the meraki devices being deploy (part of the Preventive Maintenance)

Supply Chain Services



With Westcon as your trusted partner, you can offload system setup, testing and basic configurations for installations; instantly freeing up your staff to concentrate on more profitable work. Some of what is on offer from Supply Chain Services include:

REVERSE LOGISTICS

Our Reverse Logistics offerings can help you simplify and manage your customer's returns process to reduce overheads and improve processes.

LOGISTIC SERVICES

Westcon's Logistical Services ensure orders arrive when and where they are needed, handling local, regional and multi-national rollouts.

INTEGRATION SERVICES

Westcon's Integration team can ensure that your customer is satisfied and protected during system setup, testing and basic configurations for installations.

This includes:

- Tagging
- Component Assembly and Testing
- Software & Firmware Updates
- Configuration Services

Westcon Staging Services – Cisco



Staging Overview

Westcon staging services offers its Reseller's basic and advance assembly services that help return hidden cost back to your bottom line. Westcon customers will enjoy peace of mind, time savings, and reduced expenses on your Installations. Reseller's can offload system setup, testing and basic configuration to us, instantly freeing up your staff to concentrate on more profitable work.

The Westcon Services team offers Staging and Configuration services to ensure your customers' satisfaction and protect against unforeseen equipment failures in the field.

- Equipment arrives tested, pre-assembled and in working order
- Reduced Shipping Cost by order consolidation and direct shipping
- Reduces RMA's / Eliminates DOA's
- Better allocation of high end engineers time
- IOS/Software & License loading
- Can be bundled with additional Services Including:
 - o Asset tagging
 - o Promotional packaging
 - o Remote Access
 - o Customized requirements

Westcon offers both Basic and Advance Staging on Cisco select equipment.

Basic Staging - Our technicians visually inspect and verify the hardware configuration, Install the all necessary memory, modules or cards into the device and load the designated Software/IOS. Then it is tested for functionality using a strict quality-assurance check.

Advanced Staging - Our Technicians perform all Basic staging steps, apply customer provided configurations, set basic parameters, and offer extended burn-in and testing.

What type of system?
Westcon uses the following definitions to determine the type of system.

Standard Small System
Standard 1 to 4U modular Switches, Routers and Security devices

Standard Large System
Large Chassis based solutions or product requiring additional OS involvement.

Complex Large System
Enterprise VOIP / Complex Security / Data Centre products that require additional testing and setup

Call your Westcon Sales Representative for custom or large opportunities

Staging Services Part Number	Description	List Prices
WGOS-STG-CSC-B-S	Basic Staging Services for Cisco Small System Devices	*USD 70.00
WGOS-STG-CSC-B-L	Basic Staging Services for Cisco Large System Devices	*USD 90.00
WGOS-STG-CSC-B-C	Basic Staging Services for Cisco Complex System Devices	*USD 150.00
WGOS-STG-CSC-A-S	Advance Staging Services for Cisco Small System Devices	*USD 105.00
WGOS-STG-CSC-A-L	Advance Staging Services for Cisco LargeSystem Devices	*USD 135.00
WGOS-STG-CSC-A-C	Advance Staging Services for Cisco Complex System Devices	*USD 225.00
WGOS-STG-REMOTE	Generic Services for Customer to REMOTE access to Stage Devices	USD 50.00
WGOS-STG-TAG	Generic Asset Tagging Services	USD 15.00

(*PS – Stage Services will increase 50% for 24hrs or more hours of burnt-in test)

Professional Services



SOLUTION DESIGN

We use the latest architecture standards, guidelines and site templates so our teams have the tools to create the best site designs possible.

IMPLEMENTATIONS

Our technical engineering team will connect remotely to or be at a customer's facility where physical or advanced implementations will be executed. Startup implementation can be during production network, at maintenance windows or out of office hours.

CONSULTANCY

We deliver business process consultancy that addresses problem resolution, solution validation & best solution advancement.

MIGRATIONS AND UPDATES

Onsite or remote translation of actual settings to newer version or migration to new solutions with more advanced configurations.

Westcon Group Channel Services Engagement Process

- Reseller will nominate a suitable contact for Westcon Group to liaise with for project documentation and service scheduling.
- A Statement of Work (SOW) is generated detailing the appropriate project deliverables and associated measurements, it also outlines the actual scope of the service bundle that has been ordered.
- Reseller reviews the scope and approves commencement of the project.
- Project initiation workshop is conducted and all pre-installation / implementation detail is gathered & collated.
- Implementation is planned from this meeting once and all pre-requisites have been identified and met.
- Implementation conducted as per deliverables detailed in the SOW.
- Review all deliverables have been completed as per SOW and project completion sign of obtained.
- Service is invoiced.

Westcon Group - Fixed Scope Professional Services

AVAYA



Avaya IP Office Onsite Installation

- Reseller will nominate a suitable contact for Westcon Group to liaise with for project documentation and service scheduling.
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- Reseller reviews the scope and approves commencement of the project.
- Project initiation workshop is conducted and all pre-installation / implementation detail is gathered & collated.
- Implementation is planned from this meeting once and all pre-requisites have been identified and met.
- Implementation conducted as per deliverables detailed in the SOW.
- Review all deliverables have been completed as per SOW and project completion sign off obtained.

Scope of Work

Upgrade system firmware and patches	Adding of Expansion Modules (if purchased)
Configure user's data, feature and call flow (not more than 3 call flows)	Office hours (Mon - Fri, 0900 - 1800hrs, exclude eve of Public Holiday, and PH)
Configure system and interface	Configure IP trunk
Functionality test	Real-time troubleshooting capability
Configure IP dialplan and routing	Basic user and system admin training

Deployment & Configuration - Adonis & Proteus



Scope

Planning & Design	Site Preparation
Pre-configuration of appliances	Onsite installation of Adonis
Onsite installation of Proteus	Migration of DNS zone (10 DNS zone maximum, 500 DNS records maximum)
Migration of DHCP scope (10 DHCP range maximum, each DHCP range is 255.255.255.0 subnet)	Post Deployment
Next Business Day Onsite Standby	Knowledge transfer session (on the job)
Basic Admin Documentation & UAT signed-off	

Westcon Group - Fixed Scope Professional Services



Singapore

- Reseller will nominate a suitable contact for Westcon Group to liaise with for project documentation and service scheduling.
- A Statement of Work (SOW) is generated detailing the appropriate project deliverables and associated measurements, it also outlines the actual scope of the service bundle that has been ordered.
- Reseller reviews the scope and approves commencement of the project.
- Project initiation workshop is conducted and all pre-installation / implementation detail is gathered and collated.
- Implementation is planned from this meeting once and all pre-requisites have been identified and met.
- Implementation conducted as per deliverables detailed in the SOW.
- Review all deliverables have been completed as per SOW and project completion sign of obtained.
- Westcon provide onsite installation for Cisco products ranging from Security, Wireless, Network Infrastructure, Collaboration and Data Centre.

Cisco UCS Rack Series Services



Cisco C - Series Server Assembly

Pricing applies per individual server, assembly to take place at Westcon AKL staging facility at time of hardware order.

Scope

Unpack and bench unit
All additional components installed into server chassis
Package unit ready for shipping

Excluded from Scope

- DOA Test
- Firmware Update
- OS Configuration

Cisco C - Series Server Assembly, Firmware Update and DOA Test

Pricing applies per individual server, assembly to take place at Westcon AKL staging facility at time of hardware order.

Scope

Unpack and bench unit
All additional components installed into server chassis
DOA Test
Firmware Upgraded
Package unit ready for shipping

Excluded from Scope

- OS Installation / Configuration

Cisco C - Series Server Installation

Pricing applies per individual server.

Scope

Unpacking of server onsite
Rack or stack of server into customer rack
Power Cabling
Power on test

Excluded from Scope

- OS Installation / Configuration
- Removal of packaging from site

Deployment & Configuration



Check Point[®]
SOFTWARE TECHNOLOGIES LTD.



Check Point Firewall Gateway Appliance

Scope

Planning and Design	
Site preparation and exporting of configurations	Installations, setup & import / configurations of policies
Pre-configuration of gateway appliances	Onsite installation of Security Management & SmartEvent
Migration of Check Point Firewall	
Next business day onsite standby	Activation & Configuration of Software Blades

Check Point DDOS Protector Appliance Deployment (4 Man Days)

Scope

Planning and Design
Site preparation
Pre-configuration of DDOS protector appliances
Onsite installation of DDOS protector appliances
Configuration network protection policy & network protection profiles

Post Deployment

- Next Business Day
- Knowledge transfer session
- Basic Admin Documentation

Deployment & Configuration



Extreme Network Extrasys S-Series Switch

Scope

Planning and Design	Rack mount & power-on-self-test for Extrasys S-Series Switch
Site preparation	Upgrade Extrasys S-Series Switch firmware to latest stable release
Configuration of VLAN for Server	Configuration of network access list
Configuration of static network routing	Backup configuration & provide the completed configuration files to customer
Configuration & User Acceptance Test	

Purview Appliance

Scope

Planning and Design	Site preparation
Upgrade Purview appliance software to latest stable release	Configuration of remote access and management (SNMP, Web server credential)
Configuration of Purview appliance deployment mode	Rack mount & power-on-self-test for Purview appliance
Configuration of system and network parameters (Include hostname, host IP address, DNS, GRE, NTP)	Backup configuration & provide the completed configuration files to customer
Configuration & User Acceptance Test	

NetSight Appliance

Scope

Rack mount and power-on self test for NetSight appliance	Upgrade NetSight appliance software to latest stable release
Configuration of NetSight OneView	Configuration of PortView report
Configuration of system and network parameters (Include hostname, host IP address, DNS, NTP)	Backup configuration and provide the completed configuration files to Customer
Documentation & User Acceptance Test	

Deployment & Configuration



F5-BIG-IP

Scope

Planning and Design	Site Preparation
Pre-configuration of appliances	On-site Installation of LTM
On-site Installation of Proteus	Creation of VLAN, IP addresses and interfaces
Configure virtual server network forwarding / routing	Failover configuration and active/standby testing for a redundant pair
Basic load balancing (creation and association of virtual servers and associated pools)	Verify basic network connectivity and routing, traffic passing out of the appropriate VLANs
Post Deployment	Next Business Day Onsite Standby
Knowledge transfer session (on the job)	Basic Admin Documentation & UAT signed-off

F5 Application Security Manager and Local Traffic Manager

Initial Study

1. Review Implementation Plan deliverables
2. Review network architecture and implementation
3. On-site F5 architecture overview and technology review

F5 LTM Configuration (Installation at single site or location)

Scope

Install license	Configure VLANs, IP addresses and interfaces
Upgrade to current release level	Configure Virtual Server network forwarding / routing

Deployment & Configuration



Local Traffic Manager Configuration

Scope

Basic load balancing	Basic load balancing
SSL cert/key import client SSL profile	Verify basic network connectivity and routing
Persistence profiles	Traffic passing out of the appropriate (internal/external/admin) VLANs
Simple service monitors (ICMP or TCP Service Checks)	Failover configuration and active/standby testing for a redundant pair
Network Address Translation & SNAT (Secure Network Address Translation)	

Application Security Manager Configuration

Setup and create an http class filters	Learn, Alarm and Blocking
Setup and create default catchall class and increased LTM awareness	Add wildcard entities for Object types (tightening enabled), Objects and Parameters (tightening enabled)

F5 BIG-IP Virtual Appliance (AFM) & F5 BIG-IP Virtual Appliance (LTM)

Planning and Design	Site Preparation
Pre-configuration of virtual appliances	On-site Installation of AFM
Configuration of Routing, Objects and Policies	Verify configurations

Post Deployment

- Next Business Day Standby
- Knowledge transfer session (on the job)
- Basic Admin Documentation & UAT signed-off

Deployment & Configuration



Scope

Planning and Design	Installation and configuration
Site Survey and Preparation	Customization of policies
Customize of reports	Configuration documentation
UAT	

Westcon Group - Fixed Scope Professional Services



Gigamon Onsite Installation

- Reseller will nominate a suitable contact for Westcon Group to liaise with for project documentation and service scheduling.
- A Statement of Work (SOW) is generated detailing the appropriate project deliverables and associated measurements, it also outlines the actual scope of the service bundle that has been ordered.
- Reseller reviews the scope and approves commencement of the project.
- Project initiation workshop is conducted and all pre-installation / implementation detail is gathered and collated.
- Implementation is planned from this meeting once and all pre-requisites have been identified and met.
- Implementation conducted as per deliverables detailed in the SOW.
- Review all deliverables have been completed as per SOW and project completion sign of obtained.
- Westcon provide onsite installation for Juniper products ranging from Network Switches, Security & Wireless.

Scope of Work

Perform device power-up test	Configuration of initial setup
Configuration of GigaSMART features (masking / slicing / deduplication / tunneling)	Configuration of up to 10 filter / connection / maps
Configuration of network ports	Configuration of tool ports
Racking / mounting of device	Knowledge transfer (not more than 2 hours)

Exclusion (Out of Scope)

- Project management component
- Patching or labelling of network cables to ports
- Configuration of devices / features none other than stated above

Effort Estimation (Man-Days)

- Phase 1: Project kick-off / Requirements gathering / Development of design (0.5)
- Phase 2: Staging / Mountin
- Phase 3: Implementation / Testing / Project close (2.0)

Prerequisites / Assumptions

- Implementation during office hours (Mon-Fri, 9AM-6PM)
- Provision of network cables by customer
- Provision of relevant network configuration / diagrams by customer

Subjected to additional charges

- Implementation after weekends / eve of public holidays / public holidays
- Configuration documentation / UAT documentation / Project documentation

Deployment & Configuration



Good for Enterprise (GFE) Deployment

Scope

Planning and Design	Installation of GFE Server
Configuration of 1 policy & 5 user accounts for GFE	Installation, setup & configuration of polices
Provisioning of 1 mobile device for each of the 5 users accounts (IOS, Android, Windows Mobile)	Fine Tuning of policy and User acceptance testing
Basic administrative knowledge transfer	Basic administrative documentation and UAT sign-off

Deployment & Configuration



HP TippingPoint Sensor only

Scope

Planning and Design	Action sets/filters fine tuning
Installation and Configuration of Tipping Point Sensor Appliance	Site and appliance preparation (includes updates)
Policy implementation using default recommended policies	UAT & Acceptance

HP TippingPoint Sensor and SMS

Scope

Planning and Design	Site preparation
Installation and Configuration of Tipping Point IPS Appliance	Installation and configuration of Tipping Point SMS Appliance
Policy implementation using default policies	UAT & Acceptance
Monitoring of network segments	

HP TippingPoint SMS only

Scope

Planning and Design	Site preparation
Installation and Configuration of Tipping Point SMS Appliance	Establish Management of current IPS to SMS
Update of SMS to the latest firmware	UAT & Acceptance

HP TippingPoint Sensor Fine Tuning (4 service tickets)

Scope

Review of current versions (DVs)	Updates of DVs
Review of current policies	Update of firmware and patches
Review of current block streams	Fine tuning of policies based on reviews

Deployment & Configuration



HP Arcsight

Scope

Implementation	Documentation
Requirement Study and Business Requirements Mapping	Content tuning and customization
Knowledge Transfer	Acceptance Phase

HP Fortify WebInspect Installation Services

Scope

Project Kick-Off Meeting	Setup and default configuration
HP WebInspect Installation for One Named User	UAT & Acceptance
Report Generation of Scan Result eg. Vulnerability Listing, Attack Status, OWASP Top Ten 2013 Compliance Report	One Sample Scan of Target Application URL using OWASP Top Ten 2013 Policy

HP Fortify SCA Installation Services

Scope

Project Kick-Off Meeting	Setup and default configuration
Fortify SCA Installation for 10X Developers	One Sample Scan of Target Application URL using OWASP Top Ten 2013 Policy
Report Generation of Scan Result eg. Vulnerability Listing, Attack Status, OWASP Top Ten 2013 Compliance Report	UAT & Acceptance

HP Fortify SSC Installation Services

Scope

Project Kick-Off Meeting	User Creation & Configuration
Fortify Software Security Center Installation & Setup	Fortify Project Report Upload
Report Generation	UAT & Acceptance

Juniper Router Provisioning Service



Assumes the customer will provide the necessary configuration file for Westcon to upload to the router. Service includes:

Hardware Assembly:	
Install any additional hardware modules	Upgrade memory

Software:	
Install any additional hardware modules	Upgrade / downgrade software

Configuration
Upload customer supplied configuration to devices.

Deployment & Configuration

lifesize[®]



Site Survey, Preparation & Advisory of Installation Requirements

Lifesize Endpoint Deployment

Scope

Setup Lifesize endpoint on the rack / designated place	Configure Lifesize endpoint with information provided
Configure H.323 gatekeeper integration	Configure SIP integration
Integrate system with Lifesize UVC solution	Basic administrative knowledge transfer
Establish video call test	Fine tune system with EU bandwidth

Lifesize UVC Solution

Scope

Rack and mount UVC appliance / Import and run UVC image on VMware	Configure and activate each UVC module based on module purchased
Setup UVC Platform with information provided	Configure conference on UVC Multipoint
Integrate with AD	Integrate UVC Multipoint with SIP server
Integrate UVC Multipoint with H323 gatekeeper	Integrate UVC Multipoint with UVC Clearsea
Create ClearSea user and group	Add user and channel for UVC Video Center
Create UVC Manager network for endpoint management.	Add endpoint to UVC Manager managed network.
Create recording key and assign to user	Enable SIP server or H323 gatekeeper
Configure MCU and Recorder affinity	Basic administrative knowledge transfer

Deployment & Configuration



PlateSpin Forge

Project Preparation

- Consultancy and advisory on protection and failover strategy
- Understanding current network setup for production and failover network setup
- Perform burn in test and pre-configuration before deployment

Site Deployment

Installation & configuration of Platespin Forge	Perform failover test for protected server to ensure that protection is successfully
Setup protection strategy	Perform initial protection

Post Deployment

- Verify that subsequent incremental protection is successful
- User Acceptance Test
- Knowledge Transfer

PlateSpin Protect

Project Preparation

- Consultancy and advisory on PlateSpin Server requirement and Protection and Failover strategy
- Understanding current network setup for production and failover network setup
- Verification of client's PlateSpin server preparation (hardware and Vmware ESXi)

Site Deployment

Installation and configuration of PlateSpin server on client's server	Perform failover test for protected server to ensure that protection is successfully
Setup protection strategy	Perform initial protection

Post Deployment

- Verify that subsequent incremental protection is successful
- User Acceptance Test
- Knowledge Transfer

Deployment & Configuration



PlateSpin Migrate (Per ESX server)

Project Preparation

- Consultancy and advisory on Platespin Server requirement and Migration strategy
- Understanding current network setup for production network setup
- Verification of client's Platespin server preparation (hardware and Vmware ESXi)

Site Deployment

Installation & configuration of Platespin migrate server on client's server	Data verification & target VMs functionally
Source discovery & initial data sync	Perform cut-over & user tests

Post Deployment

- User Acceptance Test
- Knowledge Transfer

Sentinel (Per ESX server)

Project Preparation

- Consultancy and advisory on Sentinel Server requirement and deployment strategy
- Understanding current network setup for production network setup
- Verification of client's Sentinel server preparation (hardware and Vmware ESXi)

Sentinel Log Manager

Project Preparation

- Installation of Log Manager
- Configuring Archive Server (required)
- Installing Collectors Managers (required)

Site Deployment

Installation & configuration of Sentinel server on client's server	Configure collectors, event routing & actions
Configure data storage & collection	Configure integrators & advisor

Post Deployment

- User Acceptance Test
- Knowledge Transfer

Deployment & Configuration

Novell[®]



FILR

Overview & Planning	Install appliance & configuring OS
Setup AD/LDAP Synchronization	Setup of Filr site & configuring search indexes & MySQL DB
Setup of Filr folders	Install of Filr agents on designated endpoints
User Acceptance Test	Knowledge Transfer

Deployment & Configuration



Radware Appwall

Customer network site survey, interview and architecture adjustment	System installation, configuration & testing
Initial policy creation, profiling & fine tuning	Live network testing of full Web Application Gateway
UAT & Sign-off	

Radware Alteon

Pre Deployment discussion of proposed solution and implementation plan	Rack mounting and installation of Alteon Appliance
Configuration of Alteon appliance network and systems configurations	Configuration of servers health monitoring and SSL offloading
Configuration of policies in Alteon appliance.	Configuration of load balancing services on Alteon appliance
Configuration of polices for server services load balancing methods	High Availability configuration
UAT Test and Sign off	

Radware LinkProof

Pre Deployment discussion of proposed solution and implementation plan	Rack mounting and installation of Linkproof Appliance
Configuration of Linkproof appliance ISPs and network configurations	Configuration of Linkproof appliance system configurations
Configuration of ISPs health monitoring	Configuration of ISP load balancing on Linkproof appliance
Configuration of DNS on Linkproof if required	High Availability configuration
UAT Test and Sign off	

Appliance Deployment



Silver Peak WAN Optimization

(2x WAN Optimizer (NX) and 1x GMS in 2 local sites)

Planning & Design

Site Preparation

Deployment & Configuration



Network Performance Monitor (NPM)

Scope

Installation and setup NPM	Users provisioning and rights assignment
Configuration of NPM to monitor desired network devices	Configuration of notification alerts based on monitoring parameters
Creation of Groups and Dependency Rules for related network devices	Configuration of Dashboard

Network Configuration Manager (NCM)

Scope

Installation and setup NCM	Users provisioning and rights assignment
Configuration of NCM to download desired network devices	Configure Real-time (Cisco) Change Email Notification
Configure Nightly/Weekly/Monthly Schedule Backup on (Cisco) devices	

Network Traffic Analysis (NTA)

Installation and setup of NTA module

Only NTA module	OS and server hardware to be provisioned by Customer
Customer to configure Netflow on devices to allow flow reception on NTA	Verify Netflow (Netflow v5/v9, s-Flow, JFlow, IP FIX) data is received

Kiwi Syslog Deployment

Installation & setup of Kiwi Syslog module

Only Kiwi Syslog module	OS and server hardware to be provisioned by Customer
Customer to configure syslog on devices to point to SolarWinds syslog server - Verify that logs are received by Kiwi Syslog Server - Creation user account for Kiwi Syslog Access - Creation custom filters - Creation conditions email alerting	

Deployment & Configuration

splunk>



Scope

Planning & Design	Site Survey & Preparation
Installation of Splunk Software	Capturing of Events from devices
Creation of search & reports	Configuration documentation
UAT & Customer sign-off	Knowledge transfer (not more than 2 hours)

Deployment & Configuration



Planning & Design

Site Survey & Preparation

Advisory of Installation Requirements

Post Deployment

- Provisioning of user access to Vidyo system
- Basic administrative knowledge transfer
- Basic administrative documentation and UAT sign-off

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